

P19115.P01

# UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under 37 CFR 1.53(b))

Attorney Docket No.

P19115

Total Pages

 Inventor(s) or Applicant Identifier  
 Robert R. BUSHEY, John M. MARTIN, Jennifer M. MAUNEY

 Title: A METHOD TO IDENTIFY AND CATEGORIZE  
 CUSTOMER'S GOALS AND BEHAVIORS WITHIN A  
 CUSTOMER SERVICE CENTER ENVIRONMENT

ADDRESS TO:

 Assistant Commissioner for Patents  
 Box Patent Application  
 Washington, DC 20231

## APPLICATION ELEMENTS

## ACCOMPANYING APPLICATION PARTS

1. ☒ Fee Transmittal Form
2. ☒ Specification [Total Pages 28]  
 (preferred arrangement set forth below)
  - Descriptive title of the Invention
  - Cross References to Related Applications
  - Statement Regarding Fed sponsored R & D
  - Reference to Microfiche Appendix
  - Background of the Invention
  - Brief Summary of the Invention
  - Brief Description of the Drawings (if filed)
  - Detailed Description
  - Claim(s)
  - Abstract of the Disclosure
3. ☒ Drawing(s) (35 USC 113) [Total Sheets 1]
- ☒ Oath or Declaration [Total Pages 3]
  - a. ☒ Newly executed (original or copy) ☐ Unexecuted
  - b. ☐ Copy from a prior application (37 CFR 1.63(d))  
 (for continuation/divisional with Box 18 completed)  
 [Note Box 5 below]
    - i. ☐ **DELETION OF INVENTOR(S)**  
 Signed statement attached deleting inventor(s)  
 named in the prior application, see 37 CFR 1.63(d)(2)  
 and 1.33(b).
- ☐ Incorporation By Reference (useable if Box 4b is checked)  
 The entire disclosure of the prior application, from which a copy  
 of the oath or declaration is supplied under Box 4b, is considered  
 as being part of the disclosure of the accompanying application  
 and is hereby incorporated by reference therein.
- ☐ Microfiche Computer Program (Appendix)
- ☐ Nucleotide and/or Amino Acid Sequence Submission  
 (if applicable, all necessary)
  - a. ☐ Computer Readable Copy
  - b. ☐ Paper Copy (identical to computer copy)
  - c. ☐ Statement verifying identity of above copies

8. ☒ Assignment Papers (cover sheet & document(s))
9. ☐ 37 CFR 3.73(b) Statement ☐ Power of Attorney  
 (when there is an assignee)
10. ☐ English Translation Document (if applicable)
11. ☐ Information Disclosure ☐ Copies of IDS Citations  
 Statement (IDS)/PTO-1449
12. ☐ Preliminary Amendment
13. ☒ Return Receipt Postcard (MPEP 503)  
 (Should be specifically itemized)
14. ☐ Small Entity ☐ Statement filed in prior application,  
 Statement(s) Status still proper and desired
15. ☐ The prior application is assigned of record to \_\_\_\_\_
16. ☐ Foreign priority claimed
  - a. ☐ Claim of Priority
  - b. ☐ Certified Copy of Priority Document(s)
17. ☒ Other: Cover Letter Regarding Executed Application

18. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:

☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior Application No. \_\_\_\_\_/\_\_\_\_\_, filed \_\_\_\_\_.
19. ☐ Amend the specification by inserting before the first line the sentence:

This application is a \_\_\_ continuation-in-part, \_\_\_ continuation, \_\_\_ division, of Application No. \_\_\_\_\_/\_\_\_\_\_, filed \_\_\_\_\_.

Address all future correspondence to Customer No. 7055 at the present address of:

 GREENBLUM & BERNSTEIN, P.L.C.  
 1941 Roland Clarke Place  
 Reston, VA 20191  
 (703) 716-1191

 5/26/00  
 Date

 [Signature]  
 Signature Reg No. 33329

 Bruce H. Bernstein, Reg No. 29,027  
 Typed or Printed Name

## FEE TRANSMITTAL

Complete if Known

Application Number	Not Yet Assigned
Filing Date	Concurrently Herewith
First Named Inventor	R.R. BUSHEY et al.
Group Art Unit	Unknown
Examiner Name	Unknown

TOTAL AMOUNT OF PAYMENT (\$958.00)

Attorney Docket Number P19115

## METHOD OF PAYMENT (check one)

## FEE CALCULATION (continued)

1. ☒ The Commissioner is hereby authorized to charge indicated fees and credit any over payments to:

Deposit Account Number 19-0089

Deposit Account Name GREENBLUM &amp; BERNSTEIN, P.L.C.

- ☒ Charge Any Additional Fee Required Under 37 CFR 1.16 and 1.17, including any required extension of time fees in any concurrent or future reply requiring a petition for extension of time for its timely submission (37 CFR 1.136(a)(3))
- ☐ Charge the Issue Fee Set in 37 CFR 1.18 at the Mailing of the Notice of Allowance, 37 CFR 1.311(b)

2. ☒ Payment Enclosed:

☒ Check ☐ Money Order ☐ Other

## FEE CALCULATION (fees effective 11/13/99)

## 1. FILING FEE

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
101	690	201	345	Utility filing fee	690
106	310	206	155	Design filing fee	
107	480	207	240	Plant filing fee	
108	690	208	345	Reissue filing fee	
114	150	214	75	Provisional filing fee	

SUBTOTAL (1) (\$) 690

## 2. CLAIMS

Total Claims	Extra	Fee from below	Fee Paid
24 -20=	4	18	72
Independent 5 -3=	2	78	156
Multiple Dependent Claims		260	0

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description
103	18	203	9	Claims in excess of 20
102	78	202	39	Independent claims in excess of 3
104	260	204	130	Multiple dependent claim
109	78	209	39	Reissue independent claims over original patent
110	18	210	9	Reissue claims in excess of 20 and over original patent

SUBTOTAL (2) (\$) 228

## 3. ADDITIONAL FEES

Large Fee Code	Entity Fee (\$)	Small Fee Code	Entity Fee (\$)	Fee Description	Fee Paid
105	130	205	65	Surcharge - late filing fee or oath	
127	50	227	25	Surcharge - late provisional filing fee or cover sheet.	
139	130	139	130	Non-English specification	
147	2,520	147	2,520	For filing a request for reexamination	
112	900*	112	900*	Requesting publication of SIR	
				Prior to Examiner action	
113	1,840*	113	1,840*	Requesting publication of SIR after Examiner action	
115	110	215	55	Extension for response within 1st month	
116	380	216	190	Extension for response within 2nd month	
117	870	217	435	Extension for response within 3rd month	
118	1,360	218	680	Extension for response within 4th month	
128	1,850	228	925	Extension for response within 5th month	
119	300	219	150	Notice of Appeal	
120	300	220	150	Filing a brief in support of an appeal	
121	260	221	130	Request for oral hearing	
138	1,510	138	1,510	Petition to institute a public use proceeding	
140	110	240	55	Petition to revive unavoidably abandoned application	
141	1,210	241	605	Petition to revive unintentionally abandoned application	
142	1,210	242	605	Utility issue fee (or reissue)	
143	430	243	215	Design issue fee	
144	580	244	290	Plant issue fee	
122	130	122	130	Petitions to the Commissioner	
123	50	123	50	Petitions related to provisional applications	
126	240	126	240	Submission of IDS	
581	40	581	40	Recording each patent assignment per property (times number of properties)	40
146	760	246	380	Filing a submission after final rejection (37 CFR 1.129(a))	
149	760	249	380	For each additional invention to be examined (37 CFR 1.129(b))	

Other fee (specify)

Other fee (specify)

SUBTOTAL (3) (\$) 40

\*Reduced by Basic Filing Fee paid

## SUBMITTED BY

Complete (if applicable)

Typed or Printed Name Bruce H. Bernstein

Reg. Number

29,027

Signature

*Bruce H. Bernstein* Reg. No. 33,329

Date

5/26/00

Deposit Account User ID

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Robert R. BUSHEY et al.

Applications Branch

Appln. No. : Not yet assigned

Filed : Concurrently herewith

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS  
AND BEHAVIORS WITHIN A CUSTOMER SERVICE  
CENTER ENVIRONMENT

**COVER LETTER REGARDING EXECUTED APPLICATION**

Commissioner of Patents and Trademarks  
Washington, D.C. 20231

Sir:

The undersigned points out that the executed application being filed herewith includes pages 1 - 3 of the executed declaration which were forwarded to the undersigned, and pages 1 - 28 of the specification (with Figure 1) which were provided by the law firm of the undersigned. It is noted that the pages submitted by the law firm of the undersigned are identical to those sent to the assignee of the present application. Further, the application was not revised after review.

Accordingly, Applicants respectfully submit that the present application is properly executed and should be considered as filed in executed form. However, if the U.S. Patent and Trademark Office determines that the present application is not properly executed, Applicants respectfully request that the present application be treated as an unexecuted application under 37 C.F.R. 1.53(f).

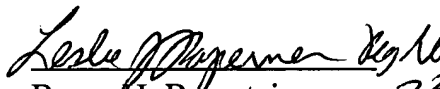
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P19115.A01

Should there be any questions regarding this paper, please contact the undersigned at the below listed number.

Respectfully submitted,  
Robert R. BUSHEY et al.

  
Bruce H. Bernstein *Reg. No. 33,329*  
Reg. No. 29,027

May 26, 2000  
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